

Position: Financial Services Representative

Department: Retail

Reports to: Center Manager

Job Code: 242

FLSA Status: Hourly Non-Exempt

Position Summary: A Financial Services Representative provides complete customer service on new and existing accounts. Must have complete knowledge of all financial products and services offered by the Bank in order to listen to customer needs and identify appropriate solutions so to strengthen the banking relationship with each customer.

Primary Accountabilities:

- Deliver excellent customer service to all Bank customers.
- Communicate appropriate Bank products and services to new and existing customers
- Resolve customer problems through direct personal action
- Perform basic service transactions that take minimal time (stop payments, address changes, etc.).
- Accurately conduct all credit and debit transactions
- Verify cash drawer, balance and prepare daily work
- Receive and disburse money to and from customers following defined policies and procedures.
- Assure teller area is secure and well maintained
- Open New Accounts, to include CD's, HSA's and IRA's
- Other duties as assigned

Education/Experience:

- Associates degree preferred-but not required
- Teller and New Account experience required-minimum 6 months
- Excellent communication and customer skills

Physical Demands/Work Environment: Individuals must be able to move about, stand and have manual dexterity. The work environment is generally well-lighted HVAC-controlled office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

It is the responsibility of every Bank employee to maintain an effective BSA/AML/OFAC internal control structure, including suspicious activity monitoring and reporting. Every employee that comes in contact with a reportable transaction and/or suspicious activity should obtain the proper documentation and file the appropriate report in a timely manner. Nothing in this description restricts the Bank's rights to assign or reassign duties and responsibilities to this job at any time.

The First National Bank of Waterloo does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

Direct Reports: This position does not directly supervise others.

No Relocation Expenses Paid. If you are outside the Smithton, Illinois commuting area, you must advise whether you are willing to relocate at your own expense to be considered an External Candidate.